

## Part C State Annual Performance Report (APR) for Federal Fiscal Year (FFY) 2006

### Overview of the Annual Performance Report Development:

Massachusetts solicited public input from a broad group of Stakeholders, including parents, service providers and program directors to develop a plan for administration and dissemination of the Family Survey. For the initial reporting year of FFY 2005, the Lead Agency utilized sampling methodology and collected sufficient data to meet federal requirements.

The Lead Agency has since systemized the collection of data on Family Outcomes to ensure input and feedback from **all** families whose children receive Early Intervention Services. The Lead Agency acknowledges the multiple demands on EIPs and has worked with Stakeholders to devise an implementation plan that requires the least amount of additional work for programs, and that the information obtained from the Family Survey will be a valuable resource to providers to improve the quality of services for children and families.

The Lead Agency modified the original NCSEAM Survey (**Attachment B: English and Spanish Cover Letter and NCSEAM Family Survey**) to be more reflective of the Massachusetts EI system and has contracted with Piedra Data Systems to produce, disseminate and analyze the surveys. The process is as follows:

- EIPs received a mailing from Piedra Data that contains scannable surveys, explanatory flyers, IRB letters and stamped self addressed envelopes
- Service Coordinators distribute prepared packets to families
- All surveys were returned by families directly to Piedra Data Systems.

The information obtained from the Family Survey has many benefits to local EI programs:

- Opportunity to improve services for children and families receiving Early Intervention.
- Information gathered will be analyzed in the aggregate d to meet federal reporting requirements.
- Information will also be disaggregated by program and given to programs annually to support ongoing program planning.
- Information obtained from the Family Survey can be incorporated into ongoing quality assurance plans.
- Completing the Family Survey will educate families about options and opportunities to better meet their needs while still enrolled in EI.

### Monitoring Priority: Early Intervention Services In Natural Environments

**Indicator 4:** Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 U.S.C. 1416(a)(3)(A) and 1442)

#### Measurement:

- A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families

participating in Part C)] times 100.

B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs) divided by the (# of respondent families participating in Part C)] times 100.

C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

FFY	Measurable and Rigorous Target
<b>FFY 2006</b> <i>(July 1, 2006 – June 30, 2007)</i>	<b><i>Percent of families participating in Part C who report that early intervention services have helped the family:</i></b>  <b><i>81% - Know their rights</i></b>  <b><i>78% - Effectively communicate their children's needs</i></b>  <b><i>87% - Help their children develop and learn</i></b>

**Actual Target Data for FFY 2006:**

4a) **74.9% (493 out of 658)** of families reported that early intervention services helped them know their rights.

(95% Confidence Interval: 71.4% – 78.1%)

4b) **71.6% (471 out of 658)** of families reported that early intervention services helped them communicate their child's needs.

(95% Confidence Interval: 68% – 74.9%)

4c) **85.9% (565 out of 658)** of families reported that early intervention services helped them help their child develop and learn.

(95% Confidence Interval: 83.0% - 88.4%)

The survey administered by the Lead Agency included two rating scales developed and validated by the National Center for Special Education and Accountability Monitoring (NCSEAM). The 23 item Impact on Family Scale (IFS) measures the extent to which early intervention helped families achieve positive outcomes, including the three outcomes specified in Indicator # 4.

Surveys were returned by 665 families receiving early intervention services, representing approximately 5% of the total number of surveys distributed to local programs. Of these, 658 provided responses to the IFS. This number is high enough for the estimated statewide percents on the indicator to be within an adequate confidence interval, based on established survey sample guidelines. Massachusetts elected to apply the Part C standards recommended by nationally representative stakeholders group convened by NCSEAM. The recommended standards, established based on item content expressed in the scale, were as follows: for Indicator 4a, know their rights, a measure of 539; for Indicator 4b, effectively

communicate their children's needs, a measure of 556; and for Indicator 4c, help their children develop and learn, a measure of 516.

The Distribution of Race/Ethnicity in the responses of 71% White; 6% Black and 19% Hispanic is representative of the current Massachusetts EI population. 48.4% of the completed surveys were from families whose children were between the age of 2 – 3 years ; 32.3% were on children between the age of 1 -2 years, and 18% were on children between the birth and 1 year of age.

#### **Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2006:**

With guidance from Stakeholders, the Lead Agency determined that the **six month IFSP Review** represents a good time to distribute the NCSEAM Family Survey. This ensures that every family enrolled in Early Intervention for at least six months will be surveyed, thus reaching children six months to three years of age, and that all families have an opportunity to share thoughts about their EI experience. The Universal IFSP Review page has been modified with a check box to be used as a reminder and tracking tool by program staff. To assist EIPs in distribution of the Survey across the diverse EI system, and to support families to complete the Survey, the following supports and resources were implemented by the Lead agency:

- Information and reminders for families and EIPs about distributing and completing the Survey is provided in every edition of the ***Parent Perspective*** newsletter and on the EI Parent Leadership Project website.
- Parent Liaisons and Parent Contacts may access training that was developed and delivered by the Parent Leadership Project to support families in completing the Survey.
- Programs are encouraged to identify broader agency linguistic and cultural capacity to assist families to complete the Survey.
- Families may call the Parent Leadership Project toll free line for assistance.

The actual target data shows a slight decrease from the targets that were established based on last years dissemination of surveys over a five week period to families whose children were enrolled for at least six months and were transitioning out of early intervention. FFY 2006 data reflects the data captured at the six month IFSP Review over a 12 week period. Next year's data will reflect an entire year's worth of data. The Lead Agency attributes the slight slippage from the initial year to the fact that the Lead Agency provided more guidance and support to programs last year which may have influenced positive responses. In addition, there is a much larger number of respondents to the Survey this year, and families received the Survey at different points in their involvement in Early Intervention and not all at the point of transition.

#### **Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2007:**

The Lead Agency may have been premature in setting targets last year on such a small sample of respondents not large enough to reflect the current EI population in the state. Based on Stakeholder input from the January 10, 2008 ICC meeting the Lead Agency will consider this FFY 2006 data as baseline data for setting targets for FFY 2007 as follows:

#### **Percent of families participating in Part C who report that early intervention services have helped the family:**

**70% - Know their rights**

**70% - Effectively communicate their children's needs**

## **85% - Help their children develop and learn**

### **Improvement Activities:**

The lead agency will develop and offer Family Rights and Due Process training opportunities to families and professionals in a variety of modalities (face to face, flash videos, DVD's, etc.) Information helping families to more effectively participate in and understand the language of their IFSP is being developed and will be disseminated. An initiative to increase the number of parent contacts, volunteer parents and EI programs is underway. The parent contacts serve as a conduit of information between the Lead Agency and their EI program. Parent contacts share information with families and support them in offering their thoughts, needs and opinion to their programs and the Lead Agency. In FFY07 there will be a focus on understanding family rights and ways of communication children's needs. With support from the ICC, information about the Family Survey and its three components will go out to the larger provider community. This increased knowledge will support families to participate even more broadly within the IFSP process and will serve as another source of information about the three critical components measured by the Family Survey. The Lead Agency will continue to review and adjust its targets as appropriate.

**Timeline:** 2008 -2009

**Resource:** Lead Agency Staff to include the Director of Office of Family Initiatives, PLP Training Coordinator, Director of Office of Family Rights and Due Process, Assistant. Director of Early Childhood Programs

***The Lead Agency will continue its improvement and/or maintenance activities that extend to 2010. In addition the Lead Agency has revised its Measurable and Rigorous Target in the Massachusetts Part C State Performance Plan for 2005 – 2010 to reflect improvement over the FFY 2006 revised baseline data.***

***New improvement activities and state targets noted above are reflected in the Massachusetts Part C State Performance Plan.***